

## WHAT IS CLAIMED IS:

- 5 1. A system to provide information to maintain and repair equipment or provide services, comprising a means for knowledge-based access to, and management of, a technical database structured to enable a plurality of access modes including name of publication, key word, and identified profile with migration capability between related records, and further to provide selective access to particular portions of reference publications dependent on one of various tasks selected by a user including problem diagnosis and trouble shooting, as well as allowing the user to import information to add to the knowledge base by means of private and public bookmarks and annotations and to export information and prepare reports and requisitions for material.
- 10 2. The system of claim 1 further comprising means for providing a report generation mode.
- 15 3. The system of claim 1 further comprising means for providing a built-in software support mode.
4. The system of claim 1 wherein the system has a regulatory publication mode.
- 20 5. The system of claim 1 wherein the system has a microfiche reference mode.
6. The system of claim 1 wherein the system has a tutorial mode.
7. The system of claim 1 wherein the system is an aircraft maintenance and repair system.

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